

# ***Illinois***



Carrier-to-Carrier Guidelines  
Associated Activities  
Verizon - Illinois

February 20, 2001

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## I. REPORTING PROCESS

Except as otherwise provided, performance reports reflecting the Carrier-to-Carrier Guidelines<sup>1</sup> will be provided to the CLECs and the Public Utilities Commission by no later than the 25<sup>th</sup> calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based, i.e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, Verizon will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. Verizon will supply this analysis to the requesting CLEC within thirty days.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, Verizon data, and Verizon affiliate data, for CLEC-like data. Verizon affiliate data will be reported, at a minimum, separately for the separate Data subsidiary and all other affiliates (in the aggregate). Verizon will report performance measurements for CLEC-like transactions with its affiliates and make that data available to all CLECs who have filed non-disclosure documents like those filed by Verizon with regard to CLEC data. The Commission will have access to reports for all entities, including Verizon affiliate data. Verizon affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results for the current and prior month will be available to the CLECs and the Commission. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by Verizon (for the CLEC) with its own internal data. Furthermore, data that relates to the Verizon's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

Verizon will provide raw data which comprise the results and which are readily available from the systems which provide the reportable data. Verizon will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. Verizon will provide the requested data within 30 days of the receipt of the request.

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<sup>1</sup> See Illinois Carrier-to-Carrier Guidelines Document

## II. AUDITING

Verizon's audit of existing measures was completed by an independent third party auditor during late 2000. The audit firm was jointly selected by the CLECs and Verizon. The audit included all systems, processes, and procedures associated with the production and reporting of performance measurement results.

Verizon shall make results of this audit available to the Commission and to CLECs operational in Verizon's Illinois service territory upon request (includes only non-proprietary information).

Subsequent audit requirements will be defined by a Joint Steering Committee ("JSC" or "Committee") comprised of Verizon and CLEC representatives and will be responsible for:

1. Coordinating efforts with JSCs in other Verizon states;
2. Jointly defining the Request for Proposal;
3. Jointly selecting a third party auditor;
4. Determining the scope and timing of the Required Audit;
5. Providing guidance to the auditor, as requested; and
6. Reviewing the auditor's compliance with the Request for Proposal.

The JSC may convene every six months for three years from the date of this report to discuss audit requirements. In the event that other States may utilize the JSC concept, the Illinois JSC will coordinate efforts with those Committees to achieve benefits resulting from national audits.

At its completion, Verizon shall submit the audit results to the Commission, and make available to CLECs operational in Verizon Illinois service territory upon request (includes only non-proprietary information).

Verizon's systems, processes, and procedures are national in scope<sup>2</sup>, Verizon proposes that subsequent national audit efforts be extended to include CLECs operational in Verizon's Illinois service territory. CLECs may actively participate as a member of the JSC as defined above.

The audit costs for national audits of Verizon's national systems, processes, and procedures related to performance measurement results will be divided 50% to Verizon and 50% to CLECs in states participating in the audit. The Illinois portion shall be based on the volume of CLEC activity in Illinois as compared to the total CLEC volume in all Verizon states that participate in the national audit. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the audit.

Audit costs specific to Illinois, but falling outside the scope of the national audit, shall be

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<sup>2</sup> Verizon's national systems, processes, and procedures in this context is referring to former GTE operating areas.

shared by Verizon and the CLECs as set forth in the following paragraph:

The allocated costs of any JSC audit will be divided 50% to Verizon and 50% to the Illinois CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/ interoffice trunks ("trunks"), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, Verizon shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

The estimated cost of any audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by Verizon and the CLECs in a reasonable period of time before the commencement of the audit and shall be a prerequisite for its start. Any disputes regarding payments owed by the respective CLECs for the audit shall be the responsibility of the CLECs.

With the exception of the provision for Mini-Audits outlined below, no audit shall commence within 12 months of the completion of a previous audit. Notwithstanding any other provisions herein, the scope of the audit shall not exceed the previous 12 months. At least one audit, as defined by the Committee, will be conducted within the three years the JSC is operational.

In addition to audits initiated by the JSC, the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with Verizon about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing Verizon with 5-business days advance written notice. Each CLEC is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year will be based on a calendar year. Mini-audits cannot be requested by a CLEC while a JSC audit is being conducted (i.e. before completion).

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process Section I of this document.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-

Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the JSC audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless Verizon is found to be “materially” misreporting or misrepresenting results, for example, the improper application of business rules, in which case, Verizon would pay for the costs of the third party auditor. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category Verizon is “materially” at fault, the entire service category will be re-audited at Verizon’s expense. The major service categories for this purpose are:

- ?? Pre-Ordering
- ?? Ordering
- ?? Provisioning
- ?? Maintenance
- ?? Network Performance
- ?? Billing
- ?? Collocation
- ?? Interfaces

All JSC audits and each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by the ICC’s Rules of Practice, 83 Ill. Adm. Code 200.

### **III. CARRIER – TO – CARRIER GUIDELINES REVIEW PROCEDURES**

As experience is acquired in the area of Performance Measures, there is a logical expectation to learn which measurements set forth in the “Carrier to Carrier Guidelines” may not have been properly defined or are more or less useful than others. Experience will also determine if new measurements are needed or whether existing measurements can be deleted or modified. Additionally some changes or modifications may be identified in areas such as business rules, reporting processes, auditing, review procedures or other associated activities involved with performance measures.

Accordingly, Verizon supports the concept of a recurring review to discuss the merits of potential changes to the performance measures or the associated activities. These reviews will occur annually at a minimum for a period of three years from the date of this report.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process (es). If there is no consensus, any individual party seeking formal review by the Commission shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

## **IV. CHANGE CONTROL FOR CARRIER – TO – CARRIER GUIDELINES**

The Verizon Performance Measurement Reporting system, as defined in the Carrier to Carrier Guidelines, will undergo changes in response to regulatory requirements, the introduction of new products and services, and requirements for disaggregations that reflect products, services and service delivery methods.

Each performance measure requires Verizon to program its systems to capture/collect transaction data as transactions are being processed in its systems, both electronically and manually. The data to be collected is determined by the definitions of the performance measures - elapsed time, number of days, types of customers, request types, service categories, etc., as defined in the performance measurement carrier-to-carrier document.

Specific processes are utilized to report the results of operations using the performance measure data, including business rules, exclusions, disaggregations, and reporting intervals. These processes are programmed into the Verizon systems once the definitions are finalized and detailed implementation plans are put in place.

The performance measurement reports themselves are provided to both CLECs and state regulatory agencies via a performance measurement web site [http://128.11.40.241/perf\\_meas\\_ug/pmhomepage.htm](http://128.11.40.241/perf_meas_ug/pmhomepage.htm), which allows for the download of specific performance measure data. Several options are provided which allow users to extract performance measurement data and associated information (business rules/definitions/calculations) in the manner most fitting their need.

CLECs use the performance reports to evaluate Verizon's performance and can compare the reported results to internal data. Regulators use the performance reports to monitor compliance with agreed-upon standards and to enable remedies, where applicable, in cases of failures on the part of Verizon. Consistency in the form, format and content of the performance measurement system is key to the reliability of the data.

Modifications to the performance measurement business rules are developed through performance measure collaboratives, facilitated by state commissions. Once the initial set of measurements is agreed to, modifications will primarily be a product of periodic reviews. Due to these factors, a method that guides the implementation of changes is necessary. Such a method will ensure that changes are introduced in an open framework that assures that new measures and changes to existing measures are implemented timely, orderly, and accurately.



Verizon's performance measurements change control process includes notification to the industry planned modifications via an implementation schedule posted to the performance measurement web site and via e-mail, pursuant to CLEC/regulatory subscription. These vehicles will ensure that CLECs and regulators receive the appropriate information and notices, as well as Verizon's personnel, who are then knowledgeable of changes and better able to support the necessary information exchanges.

## V. DEFINITION OF TERMS

TERM	DEFINITION
Cageless Collocation	Shall have meaning set forth in FCC 1 <sup>st</sup> Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time

TERM	DEFINITION
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered, including stand-alone remote switches.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."

TERM	DEFINITION
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2-wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the state regulatory commission.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.

TERM	DEFINITION
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

## VI. GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
CABS	Carrier Access Billing System
CBSS	Customer Billing Service System
CHC	Coordinated "Hot" Cut
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CSR	Customer Service Record
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install), C(change)and M(move)
ISDN	Integrated Services Digital Network
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability
LSC	Local Service Confirmation
LSMS	Local Service Management System
LSR	Local Service Request
NOMC	National Open Market Center
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OSS	Operations Support System
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SCP	Service Control Point
SDA	Separate Data Affiliate
STP	Signaling Transfer Point
TN	Telephone Number
UNE	Unbundled Network Element
XDSL	(x) Digital Subscriber Line

## VII. JEOPARDY MISSED APPOINTMENT CODES

<b>Standard OBF Jeopardy Code</b>	<b>Description</b>
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above.

## DISPOSITION CODES

[illegible]